

# NICOLE I. MAYFIELD

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## OBJECTIVE

I have submitted my resumes to your hiring departments in hope to find a Part-Time or Full Time position within your company. I'm looking for something long term that can also provide opportunities for training and further development. I currently have over 8 years of experience in Customer Service and hospitality services and varies fields and can provide growing contributions to your company. I would like to thank you for your consideration and time in reviewing my resume.

## EXPERIENCE

Night And Day Production (Los Angeles, Ca June 2016- Present

Prep Cook/Bartender

Provided the guest with a professional and excellent hospitality services on daily.

Prepared large varieties of menu items on a daily for everyday services.

Performed opening and closing duties.

Operated cashier duties and guest services

CPS Pharmacy (Los Angeles, CA) January 2014 - May 2014

Customer Care Representative

Positions duties included opening & closing store, completing customer purchases

Unloading & organizing inventory, and assisting in store re-stock orders.

eLove Matchmaking Inc (Las Vegas) Feb 2011- May 2011

Appointment Consultant

Working in a call center setting.

Making inbound/outbound calls to customers with love interests inquires.

Completing questionnaires to qualify customers

Setting customers appointments to see relationship specialist.

Anthem Blue Cross of California (Woodland Hills, CA) Jan 2008- Nov 2010

Making inbound and outbound calls.

Managing major accounts and confidential information.

Tracking all calls and intake for records.

Reviewing with customer's benefits, claims, eligibility, and any other issue.

Complete all appeals request.

Faxing, mailing, and emailing any needed information.

Innovative Finance, (Van Nuys, Ca) Nov 2006-Aug 2007

Office Assistant-Filing, faxing, copy documents, preparing applications.

Setup accounts, interviews, complete callbacks, and report any messages.

Organizing lunch pickups.

Financial Advisory -Taking in/out bound calls in a call center.

Collecting data, credit checks, and qualifications for loan programs. Making appraisal requests.

Cold stones Ice Cream (Studio City) March 2006-May 2006

**CASHIER**

Opening/Closing store.

Placing any orders requested. Inventory and setup.

Cashing out customers and distributing tips & cleaning along with making ice cream.

Beverly's Boutique ( Encino, CA ) May 2005 - July 2005

Customer Service Representative

Opened and closed store, completed all purchases

Kept track of stock, maintained merchandise, placed orders outbound.

Education

June 2006 - High School Diploma: Opportunities for Learning (Studio City)

February 2016 - Associates Degree, Engineering Recording Arts in Film, music & Live Sound

The Los Angeles Film School (Hollywood, Los Angeles)

## \* Groups & Organizations

### "L.E.A.D - "The Ladies of Entertainment and Distinction" 2013-2016

This Sorority was created in 2013, under "The Los Angeles Film School". Catering to Film, Music, Animation, Gaming, Music Production and others in Make-up & Theater Arts. L.E.A.D affiliates first entertainment based Sorority ever established for professional women in the Entertainment Industry. The creator and CEO Ernesta took her experience with Delta Sigma Thala and built an sisterhood that is sure excel for years to come.

### "Capitol Records" EMI Youth Program in Recording Arts - 2002

The "EMI Program" under Capitol Records, in (Hollywood, CA) Attending Northridge Middle School. Received a Sliver Recording Award for: \* Youth Music Industry Education and Artist Development Team \* Recording Artist on "Knight's of The Sound Table" Album

### Skills:

• Microsoft Office: (Excel, Word, PowerPoint, Outlook, Access, Communicator)

• Typing: 50 wpm

- **Phone Systems:** 12 switch Boards, Call-Center Dial System

Name of Employer

Job Title | Dates of Employment

- This is the place for a brief summary of your key responsibilities and most stellar accomplishments.
- To easily apply any text formatting you see in this document with just a tap, on the Home tab of the ribbon, check out Styles. This text uses the List Bullet style.

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## EDUCATION

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You might want to include your GPA here and a brief summary of relevant coursework, awards, and honors.

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## AWARDS AND ACKNOWLEDGEMENTS

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- You delivered that big presentation to rave reviews. Don't be shy about it now! This is the place to show how well you work and play with others.
- Are you president of your fraternity or sorority, head of the condo board, or a team lead for your favorite charity? You're a natural leader—tell it like it is!

